



## Laptop & Help Desk FAQs

### **Q: Do I have to purchase a laptop from Mitchell Tech?**

A: Most programs require a Mitchell Tech laptop. The other programs are bring your own device (BYOD) programs - require a laptop, but Mitchell Tech laptops are recommended. The following programs are BYOD: Account/Business Management, Culinary Academy of South Dakota, Diesel Power Technology, Electrical Utilities & Substation Technology, Human Services Technician, Licensed Practical Nursing, Medical Assistant, Medical Laboratory Technology, Medical Office Professional, Natural Gas Technology, Power Line Construction & Maintenance, Power Sports, Professional Truck Driving, Radiation Therapy, Radiologic Technology, Registered Nursing, and Speech-Language Pathology Assistant.

### **Q: Do Mitchell Tech laptops include a warranty?**

A: Yes. The MTC Standard laptop and the MTC BYOD laptop include a 3-year warranty. The warranty covers any accidental damage from drops, liquid spills. The warranty does not cover theft or intentional damage.

### **Q: What is the price of the Mitchell Tech laptop?**

A: The MTC Standard laptop used in all laptop required programs, costs \$1,150. The MTC BYOD laptop, which is available to bring your own device programs, costs \$675. MTC BYOD programs have the option to upgrade to the MTC Standard model if they choose to do so.

### **Q: I can buy the same laptop for half the price at a retail store. Why do Mitchell Tech's laptops cost more?**

A: The price to build the same MTC laptops through HP would cost \$1,000 or more than our price. The price of MTC's laptops includes the laptop itself, Windows 11 operating system, a three year warranty, and the use of Microsoft Office while you are enrolled at MTC.

### **Q: I am having problems with my laptop, what do I do?**

A: You can bring your laptop to the help desk located in Technology Center room 156. The help desk is open Monday-Friday from 7:30 am to 5:00 pm. You can also contact the help desk at 605-995-3065. The IT staff will take the necessary steps to fix your system. If the system requires extensive repair a loaner laptop will be issued while yours is repaired.

### **Q: Can I get help if I am having a problem after 5 pm or on the weekend?**

A: Yes. You can put in a help desk ticket by clicking on the "Help Desk" tab at the top of MTC's homepage or the "Technology" tab in MyTech. If you do not have internet access you can contact the after-hours technology helpline at 605-995-3065

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of Education.

**Q: My program allows me to bring my own laptop. What are the system requirements? If I have problems with it, can I take it to the help desk?**

A: Intel or AMD processors, Windows 11 operating system, integrated camera, 4GB of memory or more, 64 GB solid state drive, and wireless AC compatible (Wi-Fi 5 or newer). **No Apple/Mac computers or Chromebooks.** Although we are unable to perform hardware repairs, we will do our best to resolve any software issues.

**Q: My program requires an iPad, do I need to meet any requirements for it?**

A: The iPad must be at least 9th generation, running at least iOS 15 with 32GB or more of internal storage. iPad Pros and iPad Air generation 2 or later are supported but not required. iPad Minis and other tablets aren't supported.

**Q: What are the specifications of the MTC laptops?**

A: Shown below

<p>MTC Bring Your Own Device</p>  <p>HP ProBook Fortis 14 G10</p>	<p>MTC Standard</p>  <p>HP ZBook Firefly 16 G11</p>
<p>BYOD</p>	<p>All Laptop Required Programs*</p>
<p>OS: Windows 11 Home            Weight: 3.73 lb            Internal storage: 256GB SSD            Memory: 8 GB            Processor: Intel Core i3-1210U            Display Size: 14.0"            Integrated Webcam</p>	<p>OS: Windows 11 Home            Weight 3.96 lb            Internal storage: 512GB SSD            Memory: 16 GB            Processor: Intel Core Ultra 5 125H            Display Size: 16.0"            Integrated Webcam</p>
<p>Our price = \$675            Retail price = varies</p>	<p>Our price = \$1,150            Retail price = \$2,594</p>

\*Architectural Design and Building Construction, Ag Business, Agronomy, Animal Science, Automated Engineering, Automation Controls/SCADA, Electrical Construction and Maintenance, GPS GIS Mapping Technology, Heating and Cooling Technology, Utilities Technology-Heating and Cooling, Welding and Manufacturing Technology, and Wi-Fi and Broadband